ASK ME

Frequently Asked Questions

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DIVISION OF FAMILY RESOURCES

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It is important that there is two-way communication throughout the **knowledge transfer** process as we transition to the **Indiana Eligibility Determination Services System** (**IEDSS)**. **Thank you** for actively engaging in the **IEDSS Training** sessions and other **IEDSS Forums**. Your questions are important to us! Should you have additional questions, please feel free to reach out directly to the **IEDSS State Expert, IEDSS State Trainer** designated for your site or region or the **IEDSS Transformation Team** IEDSSTransformationTeam@deloitte.com.

#	Question	Answer
1	Is there a timeframe to "revert to open"? Meaning, would we have to rebuild an entire case?	No, IEDSS does not have a timeframe for Revert to Open. However, the policy requirements have not changed, and you will need to select a valid 'Revert to Open Reason'. Please refer to the policy manual for clarification on when to revert a case to open. Revert to open is the same as a rescind.
2	Is there going to be a way to edit the 2032 for case specific info needed?	Yes, a Manual 2032 can be generated by navigating to the Generate Manual sub-module.
3	How do you remove accidental selection?	If "Requesting Assistance" is accidentally selected, you can navigate to the Program Request - Individuals page in Data Collection to change "YES" to "NO." The removal of program choice can be done by SEMs in your local office.
4	What is "conversion" as a verification option?	"Conversion" will be selected automatically as the verification value when the previously verified case information is converted from ICES to IEDSS. At the next case action, the Conversion value may need to be updated. You will be prompted by the system to update the verification code.
5	Does IEDSS calculate the sheltered workshop income?	Yes, when you select "Sheltered Workshop" as the Earned Income type and enter a "Monthly Sheltered Workshop Deduction" amount, the system will automatically calculate the income and projected budget per policy rules.
6	Will people already known to ICES keep their "RID" number or will the new Person ID be generated?	Individuals known to ICES will keep the same RID number as the Person ID.

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7	Will the Date of Interview entry have any bearing on the correspondence due dates if less than 13 days is available for the document return?	No, the selected Interview Date does not have any bearing on the Verification Due Date. The verification due date for a Client Delay situation is triggered by the **Appointment Status** in the Scheduling module**.** When you select the Appointment Status as "Rescheduled - Client Delay", IEDSS will set a "Client Delay" flag in the background. When you run EDBC in your interview, IEDSS will recognize the "Client Delay" flag to determine if the Verification Due Date should be 13 days from the EDBC run date or less than 13 days, per policy requirements. Please see the Scheduling and Calendars reference material or Online Help tool for more information on how to select the Appointment Status.
8	If an interview is a client delay - will IEDSS adjust the due date to not allow the full 13 days?	Yes, when you select the Appointment Status as "Rescheduled - Client Delay", IEDSS will set a "Client Delay" flag in the background. When you run EDBC in your interview, IEDSS will recognize the "Client Delay" flag to determine if the Verification Due Date should be 13 days from the EDBC run date or less than 13 days, per policy requirements. Please see the Scheduling and Calendars reference material or Online Help tool for more information on how to select the Appointment Status.
9	Will ES and SEC roles still be able to see BV and Hearings Notes as well as general?	Yes, ES and SEC users will have view-only access to Benefit Recovery Notes and read-write access to Hearing Notes.
10	2032 will the PVC auto-populate pending requests in Spanish?	Yes, the Pending Verification Checklist will be generated in Spanish when the written language is selected as "Spanish."
11	Is there a way to pend for tax filing information and household members?	Yes, when you select "Pend" for a tax question on the Person Demographics - Additional Details page, the case will pend. The 2032 will display the following questions: -- Is anyone in the household a tax dependent of the person filing for Health Coverage? -- If yes, please state who the tax dependents are and what their tax filing status is.
12	Will IEDSS alert you when someone else is working in the same case?	No, IEDSS will not alert you when someone else is working on a case. On the Pending Casework - Initiate Data Collection page, you can see if any of the open tasks associated with the case are assigned to a worker to see who could be working on the case. Additionally, while viewing a details page in Data Collection, you can click on the

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		Employee Timestamp icon, located in the right menu, to see who recently edited a page. However, you will not be able to see if another person is actively working on a case at the same time.
13	Is there a way to completely remove someone from their previous case due to HIPPA violation, child is no longer in home & over 18 yr. old?	Policy Help Desk staff and SEMs will have the ability to delete a person from a case if it is determined that this action is required.
14	What is Revert to Open?	Revert to Open is a case action that allows you to reopen a closed or denied Case or AG.
15	Tax question: When two parents file jointly, why don't we select the child as a dependent for both?	Similar to ICES, you will only be able to select the child as a tax dependent of one household member.
16	Will the ICES Help desk team also answer questions in IEDSS?	Yes, in addition to having a Site Support Analyst at every office when you go live, Netfor will continue to be available to report any IEDSS issue.
17	Is there functionality to select a Queue and add multiple users to that queue?	You can select a queue from which to pull a task by going to your dashboard. In the My Tasks section, select a queue from the Queue dropdown and then click GET WORK FROM QUEUE. A queue will be assigned to you if one is available. Several employees can be assigned to a queue. This is decided by DFR Leadership.
18	Will there be an issue having multiple task management dashboard pages open at a time?	The dashboard can only be viewed in your open session. Just like all pages in IEDSS, the Task Management Dashboard cannot be opened in more than one session. If you open a second session of IEDSS, the first session will automatically get logged out.
19	Are there still going to be the same types of Health Coverage categories as there are with the Legacy System?	Yes, the types of health coverage categories will not change.
20	How do you load Medicare or Third-Party Insurance?	You can add Medicare or Third-Party Insurance by navigating to the Non-Financial Questions page in Data Collection. On this page, select "Yes" for the Third-Party Liability question. If there are any expenses associated with the Third-Party Liability record, you can go to Expenses Questions page and select "Yes" for the Medical Expenses question. This will allow you to enter any applicable expenses if needed for budgeting consideration.

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21	How do you make a change to a case sent to SRED?	If you submitted the case for SRED and you need to make a change to the case, the system will not prevent you from doing so. However, please follow any establish business practices that are in place. If you are authorizing a case that was submitted for SRED, you can directly edit the case during your review. Similarly, you should apply the same business practice.
22	Utility expense amount not required - If we get verification of the expense but not the amount of the expense what would we enter for utility expense?	You will need to enter the amount as "0". The policy for utility expenses has not changed at this time. Please refer to the most current policy documentation.
23	Will our calendars sync to our outlook?	No, Calendars in IEDSS do not sync with Microsoft Outlook.
24	When the state workers have to convert cases are they converted as individuals or cases?	Conversion of cases happens behind the scenes. State workers can request for Interim Conversion to occur. When a person is converted, their case is also converted.
25	Will cases be authorized automatically?	No, IEDSS requires an SEC or higher to authorize a case.
26	Will we still create Pending Verification Checklists, or will they auto generate and send?	No, IEDSS automatically generates the Pending Verification Checklist with details about what is required to be returned. IEDSS also allows workers to manually generate an editable 2032.
27	Is there a way to see the time when case notes were created in IEDSS?	No, timestamps are not automatically populated at this time. In the interim, workers need to manually enter a date/time in the case note.
28	Can Applicants submit applications without SSNs from some members?	Yes, SSNs are not required to be completed when submitting an application
29	If HIP and SNAP AGs for an individual are in separate IEDSS cases, will the SNAP case automatically receive the MCE updates for medically frail status? Should HIP and SNAP for individuals be combined so the MCE is shown in SNAP case for ABAWD purposes?	The Medically Frail records will be added to each active case that the client is on. The records are tied to the client's Person ID number. The cases do not need to be combined in order for the MCE to appear on the SNAP case for ABAWD purposes.
30	Will there be a conversion of all information in ICES or only active individuals?	Only active individuals will be converted into IEDSS. If your client has not been converted due to being inactive, you can request Interim Conversion for that client, if the individual reapplies.
31	How do we know which document was used when hard copy is selected? When we look at the list of documents on a case, how do we know which one was used for a specific question?	To see which document was used to verify a Hard Copy selection, you will need to access the Electronic Case File (ECF) and pertinent case notes, located in the Right Menu, notes should also state the documentation that was used. Please refer to your current business process.

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32	When will you enter "Yes - Historical" when answering income questions?	You do not need to answer Yes - Historical. IEDSS will populate the answer to the question as Yes - Historical when a record is entered with an end date.
33	Does IEDSS give the individual worker a total of their tasks worked each day?	Yes, it is on the IEDSS Welcome Page under the My Assigned Tasks heading on the right-hand side of the blue bar. Managers will have more detailed reporting.
34	If you pull a task and several drag-alongs come with the task, can you ignore a task?	If a drag-along task is assigned to your name, you will need to complete the work described in the Task Details and then mark it as complete. Managers can reassign the task if needed.
35	Are there step by step instructions on how to process a task? Right now, there are Training guide instructions.	You can access the Online Help tool to find reference materials and step-by-step user instructions. However, there are not step by step instructions on specific tasks as it currently is in OPS.
36	Verification received on? Can it be left blank during an appointment?	Verification Date is a required field and you are unable to continue through the driver flow without entering. Enter today's date and choose the verification as "Unverified." This will create a record that the information was unverified on the date. Be sure to update the Verification Received On date when you are entering the verification.
37	Where can I access the special activities instructions after training? Example: Creating FIAT and Override.	You can access special activities in the training materials reference section in IEDSS. You may access this section by selecting the help feature at the bottom of the screen.
38	Will IEDSS notify you when you leave a case? Will workers get a task or notice that certain case processing was not completed on this case?	IEDSS does not notify you when you leave a case. If you are processing a case, you should have an open task on your dashboard to remind you to continue your processing. Managers will be able to identify cases with outstanding work in their management reports.
39	Is there a way to manually schedule an appointment without knowing which worker to assign? Such as scheduling when not in the local office, as done by WG1.	Yes, you will be able to manually schedule the appointment. On the Schedule Appointment page, when you select a location, date and time, an employee names will appear in the Available Employee ID dropdown. If there are no employees available for the selected date and time, you can select a different time.
40	Is there a way to go back to previous appt? Post schedule manual?	Yes, there is a way to go back and see an appointment that was already scheduled manually. From the Top Navigation Bar, click on Scheduling, then click on Search for Appointments, and enter the client information and Begin Date, and click Search.
41	Address - can many cases have the same address?	Yes, many cases can have the same address. You can locate all cases at an address using the Address Search page.

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42	Special characters - ICES has issues with special characters. How do we deal with a situation where a name has apostrophes or dashes?	IEDSS allows apostrophes and dashes for First and Last names.
43	Cancel button - does it abandon page without saving data, or take you to the homepage?	The CANCEL button abandons a page without saving any new or updated data entered and returns you to the corresponding Summary page. In Data Collection, if you accidentally select "Yes" to a question on the Questions page and no other records exist for the sub-module, clicking CANCEL will remove the page from the driver flow and change the question selection to "No." Clicking CANCEL does not return you to the Homepage/Dashboard.
44	Where would the ES enter a suspected fraud note since there is no FACTS?	Eligibility staff or any other worker can create a 'Suspected Fraud Referral' task, which is a user defined task. Details/Notes can be added within 'Additional Details section. For BV workers, processing fraud referral tasks can add notes on the 'Fraud Details' screen. Once a claim is opened, users can add notes within 'Benefit Recovery Notes'.
45	Will there be a reception log that each office has that everyone can see in their respective office, or can it only be viewed by the worker who logged them in?	Any user that has access to the Reception Log module will be able to view all Reception Log entries. When you search the reception log, you can search for a specific individual, or you can search for all entries at a specified location and date.
46	When an application registration task is created after an application is pushed into the system, does the task pop up automatically populate or does it take 24 hrs. to show up as a task?	Real time batches will be running in the background, allowing the task to be generated in IEDSS minutes after the application is submitted at the kiosk.
47	Will the monthly amount of income automatically populate to the MAGI screen or will you have to carry that figure over and manually enter?	The MAGI income page will not automatically populate with the income entered on previous pages. You can use the Income Summary page to determine the appropriate amount to enter. Please note that MAGI income should not be entered based on the summary in all cases (i.e., client has self-employment). Please follow your current policies and procedures.
48	The MAGI Income - Details Screen only seems to allow for salaried income and doesn't account for fluctuating income. There is only one "amount" line.	You can select the Frequency as "Monthly" and then use the Income Summary pop-up window to determine the appropriate monthly amount to enter.
49	Will S drive documents be included in correspondence in IEDSS?	Please see the Correspondence Appendix Reference Material for a list of all correspondence available in IEDSS. Some forms and correspondence will remain on the S drive.

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50	Once a claim is authorized, how do you add liable individuals?	In the Benefit Recovery module, there is a sub-module called Adjust Liable Person. From here, you can add a liable individual.
51	How will the process work regarding claims that require a request for additional verifications (.i.e., income, expenditures)?	Follow your normal business process. You will not authorize the claim until you have received all the required documentation.
52	On the Pending Claim pages, what is the SUBMIT button for?	When you click SUBMIT on a page in the Pending Claims sub-module, it saves the data and keeps you on the same page.
53	Fair hearing and ADH are not the same thing Case did give us the option only gave Fair Hearing, but doesn't go with other options. Document name "Request for administrative disqualification hearing" Module 7 page 42	In IEDSS, Fair Hearing is the term used for both Fair Hearing and ADH. However, you will select Administrative Disqualification Hearing as the hearing type in order to create an ADH. On the Fair Hearing Search page, you can see the type of hearing in the Appeal Type column.
54	Fraud Details page - Investigation status: What is the difference between "Referred to ADH" and "Scheduled for ADH"?	The "Referred to ADH" status indicates that you have requested an ADH. After the ADH has been scheduled by the OHA scheduler, you will select "Scheduled for ADH."
55	What happens once we hit Authorize and realize we need to cancel the claim?	On the Claim Adjustment page, you can select "Cancelled" as the Claim Status.
56	Module 7 scenario BV Worker creates a suspected fraud referral task then sends a task to the eligibility workers to request income records. Problem: Once in BV, we would not send to an Eligibility worker. BV would send for income records.	All requests for records on open cases should be sent by eligibility workers. BV workers should be sending tasks to eligibility workers in order to collect the required data.
57	Does TANF Claim disqualification start immediately for IPV or Prosecutor felony conviction?	IEDSS determines the disqualification period based on program, offense level, and offense type. You can view the disqualification dates on the Fraud Outcomes page.
58	What are the brief descriptions that we should put in the Benefit Recovery Notes? And where can that list be accessed from?	To ensure that the Brief Description entered is consistent, you must enter one of the following brief descriptions, based on the most fitting option: Initial Referral Notes, BV Review, BV Results, Liable Individuals, Repayment Agreement, Appeal Notes, ADH Notes, Contact Call, or Documents.
59	SNAP Calculator: Can we change multiple things in the SNAP Calculator? Not just reported and unreported earned income?	You can edit any of the fields that are a text box in the SNAP Claim Calculator to reflect the actual data during the claim month.
60	SNAP Calculator: Do the changes that we make on the SNAP Claim calculator trigger changes in the SNAP Claim Calculator?	Yes. If you make a change on the calculator, the SNAP Claim Calculator will use the data entered to calculate the client's benefits after you click CALCULATE.